IT Strategic Plan Update

Information Technologies (IT) wants to share our achievements from FY15 as well as our updated strategic plan. Through our updated strategic plan we identified three new focus areas to grow and improve. The three themes last year were University Efficiencies through Business Process Improvement; Enhancing the Learning Experience; and Translate ‘Big Data’ into Consumable Information for Agile Decision-making. As you will see in the following report, these three areas of focus were the drivers for much of our projects and initiatives.

The past year saw several key projects within IT, to include, but not limited to, implementing ALEKS, a math placement testing platform; e-Invoicing through our vendor SciQuest; Digital Commons, a new institutional repository and an upgrade wireless network across campus. These are just a few of the efforts the IT departments undertook this past year.

We encourage everyone to browse the following pages of the report to see further details on the workings of IT at Xavier. As the Xavier community we serve, we want your feedback and appreciate your thoughts on how we are performing. Please do not hesitate to let us know your thoughts.

Lastly, I would like to take this opportunity to thank everyone who is part of Xavier IT. Without you, we would not be IT and could not accomplish what we do. I am grateful for each and every one of you.

Annette Marksberry
Associate Provost and CIO,
Information Technologies

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Requested Services

PROJECTS and BUSINESS PROCESS IMPROVEMENT (BPI)

“Improving University Efficiencies Through Business Process Improvement” was one of our focus areas in fiscal year 2015. The Project Management Group facilitated four BPIs: Financial Aid Scholarship Matching Process, the Human Resource Open Benefit Enrollment, Montessori School Student Processing, and Registrar Office Student Reactivation.

The Financial Aid Scholarship Matching Process was found to be manually intensive causing the process to be prone to errors and to be time consuming. A decision was made this past summer to implement AcademicWorks this coming fiscal year to streamline and automate this critical function as well as to improve both the award decision making process and the notification of award to our students.

Application Services and the Project Management Group partnered with HR to create an automated feed from our Open Enrollment Vendor directly into Banner for employees’ yearly election of Health Benefits. By automating this process, IT was able to save HR employees countless hours of manually keying the information received from the vendor into Banner, as well as eliminating any human keying errors. Overall this process saved the HR department a minimum of 80 hours worth of data entry and verification/corrections.

In addition to the BPIs, the Project Management Group completed ten projects.
Requested Services

APPLICATION SERVICES

Application Services completed 433 change requests and implemented several new key systems over FY 15:

ALEKS – A Web-based, artificially intelligent assessment and learning system for placement testing. ALEKS uses adaptive questioning to quickly and accurately determine exactly what a student knows and doesn't know in a course.

SUNAPSIS – The nation’s most popular international case management software with full SEVIS (Student and Exchange Visitor Information System) integration.

e-Invoicing – Gives Xavier the ability to process electronic check requests and expense reimbursements. Allows suppliers to submit electronic invoices and allows Xavier to electronically approve invoices.

Application Services worked on several major database updates over the last year. To meet the aggressive decommission timeline from Oracle for our current version of the Oracle database (11gR2), we upgraded all our Oracle databases to the latest supported version, 12c. Oracle is the database behind our Banner ERP system and several other high profile systems.

Services Provided

OhioLINK VALUE

Xavier University is one of twenty-five OhioLINK educational institutions in Southwest Ohio enabling access to millions of books, media and journal articles from the statewide consortium. In one metric, OhioLINK calculated that Southwest Ohio members pay, on average, about 3 cents on the dollar, per download, providing great value for University Library faculty, students and staff.

INTERNET BANDWIDTH

Since 2011, students, faculty and staff usage of the internet from campus has continually grown. This past year, IT saw our usage of bandwidth DOUBLE from 2014.
Services Provided

SYSTEMS UPTIME

Information Technologies publishes all system outages on the main Technology Services website www.xavier.edu/help.

Scheduled outages during maintenance windows are not included in the outage calculations.

The Banner system experienced the longest total outage time with 16 hours and 33 minutes, representing 99.8% up time over the entire year.

WIRELESS DEVICE COUNTS:

“A Typical Day at Xavier”

The use and quantity of faculty, staff and students’ wireless devices connecting to our Xavier network continues to grow. The chart below depicts a typical weekday. The lowest number of wireless connections occurs between 5 and 7 AM. The largest number of connections occur between 11 AM and 2 PM during the height of activity on campus.

IT sponsored activities in support of National Cyber Security Awareness Month in October 2014, which included providing a shredding truck for the campus community—approximately 1,600 pounds of sensitive documents were collected and destroyed.
Services Provided

3D PRINTING

As indicated in the previous annual report, two 3D printers were purchased for the CLC as the foundation toward the vision of a full Makerspace. In the first seven months hundreds of objects were printed. Comments from students include:

“I’m hooked on 3D printing now. … It’s been awesome … learning the ins and outs of the 3D printing industry.”

“I’ve learned so much about 3D printing since we’ve started.”

“It’s beautiful, I love it. It’s amazing what technology can do. Looking at it as a rendering and then looking at it printed out is amazing.”

Given this initial interest, the Library and Technology Support partnered to write a successful Women of Excellence (WOX) grant to purchase additional high end equipment during the coming year to create the Makerspace. Anticipated purchases include a 3D scanner, laser cutter, vinyl cutter, CAD workstation and other technology equipment and supporting software.

USE OF LIBRARY FACILITIES

During each Fall term, the Library collects data at four different times of the day for one week to chart use of the Library and CLC. During the fiscal year reported, the busiest time of day was mid-afternoon (2 pm), and the busiest day of the week was Tuesday (586 visitors across both buildings). Overall the most frequented location was the McDonald Library 3rd floor.
Services Provided

HELP DESK TICKETS

Did you know that Password Reset/Unlock is still the most frequent call that our Help Desk receives? Over 18% of all calls! Students, faculty or staff members can reset and unlock their own password, 24 x 7, if they access https://password.xavier.edu/ and create their security questions.

Top 5 Help Desk Tickets

1. Password Reset/Unlock (2,198)
2. Email/Calendaring (796)
3. Network Connectivity (732)
4. Miscellaneous Software (560)
5. Printing (485)

Expansion/Addition of Services and Technology

From March through June 2015, Application Services migrated the SQL cluster and its 28 databases, which support 12 distinct applications as well as Xavier’s various web sites, to new hardware and SQL versions. This move allowed us to increase database performance, upgrade the SQL and OS platforms and save the university over $49,000 in ongoing annual licensing costs.

NEW INSTITUTIONAL REPOSITORY

At the beginning of FY15, the Library worked with Project Management staff to identify a singular institutional repository (IR) solution. Digital Commons was the selected product and the new IR, named Exhibit, was launched. This major new resource includes faculty and student scholarship, Xavier University publications and Archives and Special Collections, among other materials. www.exhibit.xavier.edu

Browse
Collections
Disciplines
Authors
Submit

Browse the Faculty Publications, Creative Works, and Syllabi Collections:

- College of Arts and Sciences
- College of Professional Sciences
- Williams College of Business
SELF-SERVICE HELP DESK REQUESTS

Information Technologies introduced a new way of requesting assistance for a technical issue or request. This new site was piloted in January 2015 to 60 faculty, staff and students. Feedback was received and incorporated and the new site was rolled out to the university community in March 2015. The Help Desk student manager and assistant manager personally visited department administrative assistants to communicate and demonstrate this new self service site. The “Service Catalog” can be accessed through the following URL: https://services.xavier.edu/TDClient/Requests/ServiceCatalog

A ticket is opened as quickly as if you would have called or visited the help desk. You will also find online tips/help from our knowledge base on most categories that may help you solve your issue without opening a ticket.

INFORMATION SECURITY

Throughout FY 15, Information Technologies continued to address the risks to the information assets at the University. An investment was made in security through the purchase and deployment of a vulnerability management tool and a Security Information and Event Management (SIEM) tool to help identify issues and respond to threats. An Information Security Policy was completed and is working its way through the approval process. An internal Incident Response Plan has been created to be used in case of an Information Security Incident.
Expansion/Addition of Services and Technology

SUSTAINABILITY STUDENT PROJECT

The “Cut Back, Don’t Cut Down” print awareness campaign began in August 2014 with five Information Technologies student employees. These students formed a project team with the goal of reducing student printing.

These students devised multiple communication tactics during the Fall semester to spread the word to other students to “think twice” before they hit the print button.

Student printing data from January, February, March 2014 (1,403,085 pages) was compared to the same months in 2015 (1,309,915 pages). A 6.6% reduction in pages printed!

A celebration was held on Earth Day, April 22, 2015 around a stack of 18 boxes of paper representing the amount of saved paper. Job well done team!

“Cut Back, Don’t Cut Down”

LIBRARY AND TECHNOLOGY SATISFACTION SURVEY

Information Technologies strives to be seen as a leader and valued partner within the University. In February 2013 and February 2015, the MISO survey was administered to students and employees. The MISO Survey is a web-based quantitative survey designed to measure how faculty, students and staff view library and computing services in higher education. This information assists in monitoring and improving the services we provide. We received positive response rates both years:

<table>
<thead>
<tr>
<th></th>
<th>Survey Year</th>
<th>Population Size</th>
<th>Completed/ Partially Completed Responses</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>2013</td>
<td>700</td>
<td>312</td>
<td>44.6%</td>
</tr>
<tr>
<td></td>
<td>2015</td>
<td>1000</td>
<td>420</td>
<td>42.0%</td>
</tr>
<tr>
<td>Faculty</td>
<td>2013</td>
<td>759</td>
<td>281</td>
<td>37.0%</td>
</tr>
<tr>
<td></td>
<td>2015</td>
<td>710</td>
<td>327</td>
<td>46.1%</td>
</tr>
<tr>
<td>Staff</td>
<td>2013</td>
<td>588</td>
<td>359</td>
<td>61.1%</td>
</tr>
<tr>
<td></td>
<td>2015</td>
<td>552</td>
<td>379</td>
<td>68.7%</td>
</tr>
</tbody>
</table>

All areas on the 2015 survey were rated at or above the “Satisfied” level. A few highlights/ratings for students and faculty are displayed on the following page. The summary results for students, faculty and staff comparing the 2013 and 2015 surveys are available at www.exhibit.xavier.edu/univ_reports/
How are we doing?

STUDENT 2015 MISO SURVEY RESULTS

- LMS—Canvas (3.8/4)
- Overall library service (3.62/4)
- Library support for your scholarly research (3.51/4)
- Technical Help Desk (3.48/4)
- Library e-book collections (3.44/4)
- Performance of wireless access on campus (3.1/4)
- Support for your innovative ideas (3.04/4)

SATISFIED (4)
SOMewhat SATISFIED (3)
SOMewhat DISSATISFIED (2)
DIssATISFIED (1)

FACULTY 2015 MISO SURVEY RESULTS

- Overall library service (3.77/4)
- Library support for your scholarly research (3.69/4)
- LMS—Canvas (3.62/4)
- Wireless access on campus (3.58/4)
- Technical Help Desk (3.45/4)
- Library e-book collections (3.42/4)
- Support for your innovative ideas (3.32/4)

SATISFIED (4)
SOMewhat SATISFIED (3)
SOMewhat DISSATISFIED (2)
DIssATISFIED (1)